

What is claimed is:

1. An interactive voice response (IVR) system having:
 - a plurality of speech technology modules, each module for receiving speech input from a user or producing speech output for a user;
 - a voice application defining a plurality of interactions between a user and the speech technology modules;
 - each interaction having a task property and an interaction environment property;
 - a speech technology selection module for selecting, for each interaction, one of the speech technology modules from the plurality of the modules to be used by the application according to the environment property of the interaction.
2. An IVR as in claim 1 further comprising :
 - a plurality of parameter sets associated with each speech technology module;
 - a parameter selection module for selecting one of the parameter sets for use with the selected speech technology module according to the environment property of the interaction and the task property of the interaction.
3. An IVR as in claim 1 wherein the environment property comprises a language identifier.
4. An IVR as in claim 1 wherein the environment property comprises a regional identifier.
5. An IVR as in claim 1 wherein the environment property comprises a call type identifier.

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6. An IVR as in claim 1 wherein the application defines an application environment property and wherein an environment property of an interaction takes priority.

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